

# Survey Summary by Originating Organization / Agency

For Surveys created from 07/14/2004 to 07/18/2004 and responded to through 07/23/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b>Organization / Agency</b>							
<b>Attorney General</b>	<b>7 Survey(s) Found</b>						
Was the service provided in a timely manner?	4	1	0	1	1	<b>3.86</b>	3
Was the technician knowledgeable?	4	2	0	0	1	<b>4.14</b>	2
Was the problem solved to your satisfaction?	4	1	0	1	1	<b>3.86</b>	3
Was the technician friendly?	6	1	0	0	0	<b>4.86</b>	1
Was the solution of your problem clearly communicated to you?	3	2	1	1	0	<b>4.00</b>	1
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	6				1
Was your problem resolved with your initial contact to DIT Support?	4	3	0				0
<b>Dept Information Technology</b>	<b>51 Survey(s) Found</b>						
Was the service provided in a timely manner?	40	3	4	2	0	<b>4.65</b>	3
Was the technician knowledgeable?	39	4	3	0	0	<b>4.78</b>	5
Was the problem solved to your satisfaction?	39	3	6	1	0	<b>4.63</b>	2
Was the technician friendly?	39	3	1	0	1	<b>4.80</b>	5
Was the solution of your problem clearly communicated to you?	36	7	1	2	1	<b>4.60</b>	3
If Field Services visited your workstation did they leave a note explaining what was done?	16	1	30				3
Was your problem resolved with your initial contact to DIT Support?	27	10	10				4
<b>Dept of Agriculture</b>	<b>12 Survey(s) Found</b>						
Was the service provided in a timely manner?	7	4	0	1	0	<b>4.42</b>	1
Was the technician knowledgeable?	7	4	1	0	0	<b>4.50</b>	1
Was the problem solved to your satisfaction?	7	3	2	0	0	<b>4.42</b>	1
Was the technician friendly?	10	2	0	0	0	<b>4.83</b>	0
Was the solution of your problem clearly communicated to you?	8	4	0	0	0	<b>4.67</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	5	0	7				0
Was your problem resolved with your initial contact to DIT Support?	9	3	0				1

<u>Organization / Agency</u>	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b>Dept of Career Development</b>	<b>11 Survey(s) Found</b>						
Was the service provided in a timely manner?	7	2	0	0	1	<b>4.40</b>	2
Was the technician knowledgeable?	10	0	0	0	0	<b>5.00</b>	1
Was the problem solved to your satisfaction?	9	1	0	0	0	<b>4.90</b>	1
Was the technician friendly?	6	2	0	0	0	<b>4.75</b>	1
Was the solution of your problem clearly communicated to you?	7	2	1	0	0	<b>4.60</b>	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	10				0
Was your problem resolved with your initial contact to DIT Support?	5	2	3				2
<b>Dept of Civil Rights</b>	<b>2 Survey(s) Found</b>						
Was the service provided in a timely manner?	0	1	0	0	1	<b>2.50</b>	0
Was the technician knowledgeable?	1	1	0	0	0	<b>4.50</b>	0
Was the problem solved to your satisfaction?	1	1	0	0	0	<b>4.50</b>	0
Was the technician friendly?	1	1	0	0	0	<b>4.50</b>	0
Was the solution of your problem clearly communicated to you?	0	2	0	0	0	<b>4.00</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	0				0
Was your problem resolved with your initial contact to DIT Support?	1	1	0				0
<b>Dept of Civil Service</b>	<b>6 Survey(s) Found</b>						
Was the service provided in a timely manner?	2	1	3	0	0	<b>3.83</b>	2
Was the technician knowledgeable?	2	3	1	0	0	<b>4.17</b>	1
Was the problem solved to your satisfaction?	2	2	2	0	0	<b>4.00</b>	1
Was the technician friendly?	2	4	0	0	0	<b>4.33</b>	0
Was the solution of your problem clearly communicated to you?	2	1	2	0	0	<b>4.00</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	5				0
Was your problem resolved with your initial contact to DIT Support?	5	1	0				1
<b>Dept of Community Health</b>	<b>37 Survey(s) Found</b>						
Was the service provided in a timely manner?	24	10	1	1	0	<b>4.58</b>	2
Was the technician knowledgeable?	26	8	0	0	1	<b>4.66</b>	2
Was the problem solved to your satisfaction?	28	6	1	0	1	<b>4.67</b>	1
Was the technician friendly?	26	7	0	0	0	<b>4.79</b>	5
Was the solution of your problem clearly communicated to you?	25	7	3	1	0	<b>4.56</b>	2
If Field Services visited your workstation did they leave a note explaining what was done?	16	1	19				3
Was your problem resolved with your initial contact to DIT Support?	27	5	5				4
<b>Dept of Consumer Ind Services</b>	<b>32 Survey(s) Found</b>						
Was the service provided in a timely manner?	20	9	0	2	1	<b>4.41</b>	4
Was the technician knowledgeable?	22	6	1	1	0	<b>4.63</b>	4
Was the problem solved to your satisfaction?	25	4	1	1	1	<b>4.59</b>	0
Was the technician friendly?	26	4	0	0	0	<b>4.87</b>	2
Was the solution of your problem clearly communicated to you?	20	8	0	1	1	<b>4.50</b>	1
If Field Services visited your workstation did they leave a note explaining what was done?	6	4	22				3
Was your problem resolved with your initial contact to DIT Support?	18	8	5				6

	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b><u>Organization / Agency</u></b>							
<b><u>Dept of Corrections</u></b>	<b>96 Survey(s) Found</b>						
Was the service provided in a timely manner?	69	10	6	3	3	<b>4.53</b>	11
Was the technician knowledgeable?	71	9	7	1	2	<b>4.62</b>	5
Was the problem solved to your satisfaction?	71	9	1	5	2	<b>4.61</b>	8
Was the technician friendly?	79	5	4	1	1	<b>4.78</b>	6
Was the solution of your problem clearly communicated to you?	70	10	6	2	2	<b>4.60</b>	4
If Field Services visited your workstation did they leave a note explaining what was done?	15	2	71				3
Was your problem resolved with your initial contact to DIT Support?	72	14	9				13
<b><u>Dept of Education</u></b>	<b>4 Survey(s) Found</b>						
Was the service provided in a timely manner?	4	0	0	0	0	<b>5.00</b>	1
Was the technician knowledgeable?	4	0	0	0	0	<b>5.00</b>	0
Was the problem solved to your satisfaction?	4	0	0	0	0	<b>5.00</b>	0
Was the technician friendly?	4	0	0	0	0	<b>5.00</b>	0
Was the solution of your problem clearly communicated to you?	4	0	0	0	0	<b>5.00</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	3				0
Was your problem resolved with your initial contact to DIT Support?	4	0	0				1
<b><u>Dept of Environmental Quality</u></b>	<b>52 Survey(s) Found</b>						
Was the service provided in a timely manner?	33	13	3	0	3	<b>4.40</b>	8
Was the technician knowledgeable?	34	12	2	0	0	<b>4.67</b>	6
Was the problem solved to your satisfaction?	40	10	2	0	0	<b>4.73</b>	3
Was the technician friendly?	36	8	0	0	0	<b>4.82</b>	9
Was the solution of your problem clearly communicated to you?	28	14	7	0	1	<b>4.36</b>	8
If Field Services visited your workstation did they leave a note explaining what was done?	11	5	33				1
Was your problem resolved with your initial contact to DIT Support?	38	11	3				6
<b><u>Dept of Hist Art and Libraries</u></b>	<b>3 Survey(s) Found</b>						
Was the service provided in a timely manner?	1	0	1	0	0	<b>4.00</b>	2
Was the technician knowledgeable?	1	0	0	1	0	<b>3.50</b>	1
Was the problem solved to your satisfaction?	1	0	1	0	0	<b>4.00</b>	0
Was the technician friendly?	1	1	0	0	0	<b>4.50</b>	1
Was the solution of your problem clearly communicated to you?	1	0	1	0	0	<b>4.00</b>	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				1
Was your problem resolved with your initial contact to DIT Support?	2	0	0				0
<b><u>Dept of Management &amp; Budget</u></b>	<b>21 Survey(s) Found</b>						
Was the service provided in a timely manner?	8	8	3	1	0	<b>4.15</b>	4
Was the technician knowledgeable?	12	3	2	0	0	<b>4.59</b>	3
Was the problem solved to your satisfaction?	14	2	2	0	0	<b>4.67</b>	1
Was the technician friendly?	14	2	1	0	0	<b>4.76</b>	3
Was the solution of your problem clearly communicated to you?	12	6	1	0	0	<b>4.58</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	18				1
Was your problem resolved with your initial contact to DIT Support?	11	6	2				3

<u>Organization / Agency</u>	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b>Dept of Military and Veterans</b>	<b>3 Survey(s) Found</b>						
Was the service provided in a timely manner?	2	0	0	0	1	<b>3.67</b>	1
Was the technician knowledgeable?	3	0	0	0	0	<b>5.00</b>	1
Was the problem solved to your satisfaction?	3	0	0	0	0	<b>5.00</b>	1
Was the technician friendly?	1	2	0	0	0	<b>4.33</b>	1
Was the solution of your problem clearly communicated to you?	0	2	0	0	1	<b>3.00</b>	1
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	1				0
Was your problem resolved with your initial contact to DIT Support?	2	1	0				1
<b>Dept of Natural Resources</b>	<b>26 Survey(s) Found</b>						
Was the service provided in a timely manner?	13	6	3	1	3	<b>3.96</b>	5
Was the technician knowledgeable?	18	6	2	0	0	<b>4.62</b>	1
Was the problem solved to your satisfaction?	16	6	2	1	1	<b>4.35</b>	3
Was the technician friendly?	18	8	0	0	0	<b>4.69</b>	1
Was the solution of your problem clearly communicated to you?	15	8	1	0	2	<b>4.31</b>	1
If Field Services visited your workstation did they leave a note explaining what was done?	9	0	14				1
Was your problem resolved with your initial contact to DIT Support?	15	8	3				4
<b>Dept of State</b>	<b>14 Survey(s) Found</b>						
Was the service provided in a timely manner?	10	1	3	0	0	<b>4.50</b>	2
Was the technician knowledgeable?	11	1	1	0	0	<b>4.77</b>	1
Was the problem solved to your satisfaction?	11	2	0	0	1	<b>4.57</b>	1
Was the technician friendly?	12	1	0	0	0	<b>4.92</b>	3
Was the solution of your problem clearly communicated to you?	10	2	1	0	0	<b>4.69</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	4	1	9				0
Was your problem resolved with your initial contact to DIT Support?	12	2	0				1
<b>Dept of Transportation</b>	<b>35 Survey(s) Found</b>						
Was the service provided in a timely manner?	15	13	2	1	3	<b>4.06</b>	7
Was the technician knowledgeable?	17	10	3	3	1	<b>4.15</b>	5
Was the problem solved to your satisfaction?	21	7	1	2	3	<b>4.21</b>	7
Was the technician friendly?	24	10	0	0	0	<b>4.71</b>	2
Was the solution of your problem clearly communicated to you?	19	8	1	2	3	<b>4.15</b>	3
If Field Services visited your workstation did they leave a note explaining what was done?	8	2	21				3
Was your problem resolved with your initial contact to DIT Support?	19	10	3				4
<b>Dept of Treasury</b>	<b>27 Survey(s) Found</b>						
Was the service provided in a timely manner?	15	9	2	0	0	<b>4.50</b>	1
Was the technician knowledgeable?	17	5	2	0	0	<b>4.63</b>	3
Was the problem solved to your satisfaction?	15	9	2	0	0	<b>4.50</b>	1
Was the technician friendly?	17	6	0	0	0	<b>4.74</b>	3
Was the solution of your problem clearly communicated to you?	14	7	2	1	0	<b>4.42</b>	3
If Field Services visited your workstation did they leave a note explaining what was done?	9	1	16				0
Was your problem resolved with your initial contact to DIT Support?	19	3	3				2

	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b><u>Organization / Agency</u></b>							
<b><u>Family Independence Agency</u></b>	<b>154 Survey(s) Found</b>						
Was the service provided in a timely manner?	93	30	12	9	5	<b>4.32</b>	27
Was the technician knowledgeable?	95	28	14	7	3	<b>4.39</b>	25
Was the problem solved to your satisfaction?	109	20	8	6	5	<b>4.50</b>	21
Was the technician friendly?	111	26	8	0	1	<b>4.68</b>	23
Was the solution of your problem clearly communicated to you?	97	23	16	4	5	<b>4.40</b>	23
If Field Services visited your workstation did they leave a note explaining what was done?	13	4	119				9
Was your problem resolved with your initial contact to DIT Support?	88	42	16				16
<b><u>Friend Of the Court</u></b>	<b>2 Survey(s) Found</b>						
Was the service provided in a timely manner?	1	1	0	0	0	<b>4.50</b>	0
Was the technician knowledgeable?	1	0	1	0	0	<b>4.00</b>	1
Was the problem solved to your satisfaction?	1	0	1	0	0	<b>4.00</b>	1
Was the technician friendly?	1	1	0	0	0	<b>4.50</b>	0
Was the solution of your problem clearly communicated to you?	1	0	1	0	0	<b>4.00</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	0				0
Was your problem resolved with your initial contact to DIT Support?	2	0	0				0
<b><u>Michigan Gaming Control Board</u></b>	<b>2 Survey(s) Found</b>						
Was the service provided in a timely manner?	0	0	1	1	0	<b>2.50</b>	1
Was the technician knowledgeable?	0	0	1	1	0	<b>2.50</b>	2
Was the problem solved to your satisfaction?	0	1	1	0	0	<b>3.50</b>	2
Was the technician friendly?	0	1	1	0	0	<b>3.50</b>	0
Was the solution of your problem clearly communicated to you?	0	2	0	0	0	<b>4.00</b>	2
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	1				0
Was your problem resolved with your initial contact to DIT Support?	1	1	0				2
<b><u>Michigan State Police</u></b>	<b>27 Survey(s) Found</b>						
Was the service provided in a timely manner?	10	8	4	1	3	<b>3.81</b>	5
Was the technician knowledgeable?	14	8	3	0	1	<b>4.31</b>	3
Was the problem solved to your satisfaction?	14	4	4	2	3	<b>3.89</b>	4
Was the technician friendly?	15	8	2	0	0	<b>4.52</b>	4
Was the solution of your problem clearly communicated to you?	14	8	2	1	2	<b>4.15</b>	3
If Field Services visited your workstation did they leave a note explaining what was done?	5	3	17				3
Was your problem resolved with your initial contact to DIT Support?	19	4	3				1
<b><u>Prosecuting Attorney Office</u></b>	<b>1 Survey(s) Found</b>						
Was the service provided in a timely manner?	1	0	0	0	0	<b>5.00</b>	0
Was the technician knowledgeable?	1	0	0	0	0	<b>5.00</b>	0
Was the problem solved to your satisfaction?	0	1	0	0	0	<b>4.00</b>	0
Was the technician friendly?	1	0	0	0	0	<b>5.00</b>	0
Was the solution of your problem clearly communicated to you?	0	1	0	0	0	<b>4.00</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	0				0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				0

<u>Organization / Agency</u>	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b>Grand Totals</b>	<b>625 Survey(s) Found</b>						
Was the service provided in a timely manner?	379	130	48	24	25	<b>4.34</b>	92
Was the technician knowledgeable?	410	110	44	14	9	<b>4.53</b>	73
Was the problem solved to your satisfaction?	435	92	37	19	18	<b>4.51</b>	62
Was the technician friendly?	450	103	17	1	3	<b>4.74</b>	70
Was the solution of your problem clearly communicated to you?	386	124	47	15	18	<b>4.43</b>	57
If Field Services visited your workstation did they leave a note explaining what was done?	123	30	423				32
Was your problem resolved with your initial contact to DIT Support?	401	135	65				72

#### Survey Summary Information

Waiting

Responded

Processed

Expired

**0**

**625**

**0**

**4,517**

**Total : 5,142**

**Percent Responded / Processed - 12.15 %**